



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel Shaffer et al.
Serial No.: 10/016,862
Filing Date: December 13, 2001
Group Art Unit: 2642
Examiner: Rasha S. Al Aubaidi
Title: METHOD AND SYSTEM FOR AUTOMATIC CALL
DISTRIBUTION BASED ON NETWORK RESOURCE
AVAILABILITY AND AGENT SKILLS

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

RESPONSE PURSUANT TO 37 C.F.R. § 1.111

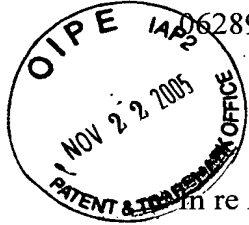
In response to the Office Action mailed September 9, 2005, Applicants respectfully request the Examiner to reconsider the rejection of the claims in view of the following amendments and remarks.

11-25-05
ATTORNEYS DOCKET

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PATENT APPLICATION

10/016,862



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Dear Sir:

CERTIFICATE OF MAILING BY EXPRESS MAIL

I hereby certify that the attached Response pursuant to 37 C.F.R. § 1.111 (19 pages), Baker Botts return postcard (1 postcard), and this Certificate of Mailing are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. § 1.10 on this 22nd day of November 2005 and is addressed to the Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450.


Levado Hamilton

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